



COVID-19 Emergency Operations Center

SOP No: MS-155

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Standard Operating Procedure IT Management

Subject: IT Management for Medical Shelter Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on managing IT needs for guests and staff at Medical Shelter sites. The Medical Shelter sites have encrypted, and secure networks and workstations setup managed via DHS IT. The individual sites also have their networks that will be operational and accessible to patients and staff.

2. Contacts

DHS IT
Michael Morais
(213) 436-5460
mmorais@dhs.lacounty.gov

3. Procedures

o Equipment Required

- Workstations – Determine how many workstations will be required across all of the departments. DHS IT will provide these along with all servicing.
- Xerox Printers – Each site will require several high capacity printers. DHS IT will provide these along with all ink and servicing.
- Fax Machine – A fax machine will need to be purchased and wired in with a unique fax number.
- Encrypted and secure network – DHS IT will provide network, instructions, and servicing.

- **Service Setup**

- Contact DHS IT to arrange delivery and setup of all equipment.
- Provide labels to all machines with any specific login instructions or notes required to print to DHS Printers.
- If backs of computers are exposed, employ cable management organization with zip ties or Velcro ties.

- **Troubleshooting Issues**

- **Computers** - If an individual staff member on any team is having problems with their own computer or the county computer they are using, they should call DHS-IT themselves: 323-409-8000. There can be a significant wait-time, particularly mid-day during the week, but customer service will pick up. In general, the IT techs are quite knowledgeable and can help with many issues.
- **Printers** - If someone has difficulty with a county printer, they can call DHS-IT themselves at 323-409-8000 or they can ask Site Mgmt. to follow up. In a few cases, we are using printers that were purchased by the Q/I program and are not maintained by county DHS-IT. In that case, Site Mgmt. is responsible for resolving the issue. Where we can't easily solve the problem for these printers, we have a few in inventory and can replace the one that is malfunctioning.
- **Fax** - The county does not provide Fax machines, so they don't service them or provide technical help. The Q/I program purchased the Fax machines and Site Mgmt. is responsible for resolving issues.
- **WIFI Network** - we have two different networks at both Vagabond and Sherman. One is maintained by county DHS-IT and one by the motel maintenance staff. Any staff member can use either network. Sometimes when one is particularly slow, it can be useful to switch.
- **DHS_Staff and DHS_Guest** - If there is a problem with the county-maintained WIFI network Site Mgmt. will call DHS-IT: 323-409-8000 and enter a "network problem ticket." The tech will then contact the county network team and someone from that team will get back to us. The techs that answer the DHS-IT helpdesk number don't have the training or the authority to deal with county WIFI network issues.
- **"Sherman" and "Vagabond"** - if there is a problem with the motel-maintained WIFI network, Site Mgmt. must contact the motel maintenance staff for follow-up, as the problem may be local, or it may be the outside carrier. In either case, motel maintenance will know what to do.
- In the rare instance that you don't get timely help from DHS-IT on a serious issue, e.g., the WIFI network is out for more than an hour and DHS-IT is not actively responding, report the problem to Eric Espinosa for possible discussion with senior DHS-IT staff.